TECHNOLOGY COORDINATION OFFICE

Request for ADDITIONAL FY08 FUNDING – Document Manage Professional Services and the Purchase of Additional Software Licenses
March 14, 2008

SPONSOR: Eddie Gentry
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Central Information Technology
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Cost Summary:	**O&M**
FY 2008 (total)	**$ 198,482**
(Increase of $38,482 over prior approval)	

FY 2008 Budget Impact	
Budgeted?	**YES**

VENDOR: CIMS Global Technology Solutions, Inc. (CIMS)

This proposal is a requested increase of $38,482 to the $160,000 approved by the Board of Commissioners on August 13, 2007 for Fiscal Year 2008.

OVERVIEW:

In October of 2004, Shelby County entered into a contract with CIMS Global Technology Solutions, Inc. (hereinafter, CIMS) for consulting and software development services, as well as related hardware and software purchases, for a broad array of document management projects. The agreement allowed for five one-year renewals, subject to funding and mutual agreement of both parties. The master contract agreement was renewed for FY08 at a cost of $160,000 ($140,000 for programming/consulting services and $20,000 for data processing supplies.)

More internet applications and greater than anticipated usage, particularly with regard to implementing Leave Accounting at the Corrections Center, has resulted in a shortfall of Liquid Office (eforms) licenses required for 'legal fitness' by the expanded user base. Central IT will require 110 additional licenses and another 65 are necessary at the Corrections Center. These licenses will cost an additional $18,482 beyond funds already encumbered for such purchases. Further, heavier than anticipated demands have been made on consulting services to augment staffing for high-value projects related to building workflows and assisting various County departments in scanning and workflow applications. An additional $20,000 is required for these consulting services.

OPINION: RECOMMENDED

Business Need
Shelby County Administration and Elected Officials have ongoing and critical needs to sustain and improve the efficiency of their respective workflow processes. The development and implementation of document management software is essential to workforce productivity and the ability to respond to the growing business process demands of County departments and the citizens they serve. There is no near-term alternative to amending the contract for this increase.

Value for the Financial Outlay
CIMS has served as the provider of electronic document management software and services to CIT and some of its internal County customers for several years. During this time they have developed a working relationship with County users of document management services and acquired system knowledge that is

second only to CIT staff. CIMS consultants provide timely assistance since they work side by side with the CIT staff. This eliminates much of the time normally necessary to educate a vendor about an issue or request. The time saved by using a vendor that is familiar with County procedures and systems translates into financial savings for the County. CIMS has one full time consultant on-site, as well as an additional consultant that is on site periodically. The full time on-site location of the CIMS consultant enables CIT to efficiently coordinate the vendor's priorities and work effort as related to the document management needs currently supported by CIT.

Additional Due Diligence

The Technology Coordination Office (TCO) has reviewed CIT's future project listing as regards vendor priorities and deliverables. The TCO understands that CIT management meets regularly to update project priorities and evaluate vendor performance.

Strategic Fit

Continuing use of outside consulting services for the County's document management development and support is consistent with the County's near-term strategy. The TCO will continue to assess the potential for cost effective alternatives as it undertakes an inventory of County-wide technology assets and employee skill sets as part of its County Technology Plan activities.

Information Security Considerations

The vendor is well-established, with a record of productive working relationships with the County. The contract with this vendor clearly enforces a due-care requirement to maintain the confidentiality of the County's data. As such, the risk appears to be managed adequately, provided the County adheres to standard security 'best practices' to maintain and monitor its network security.

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Marc Johnson
for the Technology Coordination Office